

Procedure No. 5-08-2a
Application Performance Measures

APM

According to the Governmental Accounting Standards Board, a governmental entity ideally should:

- establish and communicate clear, relevant goals and objectives
- set measurable targets for accomplishment, and
- develop and report indicators that measure its progress in achieving those goals and objectives.

Application Performance Measures (APM) are the indicators that measure an IT application's progress in achieving its goals and objectives.

Our strategy for the IT application audits should include ensuring that each IT application adopt the APM concept:

1. Define the IT application's goals and objectives. Clearly defined goals and objectives are key to an effective APM process.
2. Define baseline requirements and means of measuring performance. You cannot enforce an APM without establishing meaningful measurements and comparison points.
3. Establish a system of rewards and penalties. Without such a system, the staff responsible for the IT application have no incentive to achieve the application goals and objectives.
4. Implement tools to monitor the APM process. Unless you monitor performance, you have no way of knowing if the IT Application is meeting its purpose.